

Complaint and Appeals Procedure

Aligned to the Standards for RTOs 2025 — Outcome Standards 2.7 (Complaints) and 2.8 (Appeals)

RTO Name: e-Campus Australia Pty Ltd T/A ECA Maritime College

RTO Code: 31344

Version: 7 — supersedes Version 6; adds AI-integrity appeals clause

Effective Date: 18 June 2026

Purpose

This procedure and form are used to record and manage complaints and appeals from students, clients, or stakeholders about ECA service provision, training, or assessment decisions. Part A of the form may be completed by the person lodging the complaint or appeal (the complainant), or by an ECA staff member on their behalf. Part B is used to record the action taken.

ECA ensures that all complaints and appeals are handled fairly, impartially, confidentially, and without victimisation of the complainant, in accordance with the Standards for RTOs 2025. There is no cost to the complainant for lodging or having a complaint or appeal handled.

This form is available to students at any time via the Learning Management System (LMS) or from RTO Administration upon request.

Before a Formal Complaint or Appeal is Lodged

Contemporaneous written records

Wherever practicable, staff and students are encouraged to confirm significant discussions, concerns, directions, or disputed conversations in writing (e.g. by email) at the time they occur, rather than relying on verbal accounts recalled later. A short "confirming our conversation just now..." message is sufficient. This protects everyone involved — complainant and respondent alike — by ensuring an accurate, contemporaneous record already exists if a matter later escalates to a formal complaint or appeal, rather than the process starting from competing recollections.

Timeframes

Resolution timeframe

ECA will acknowledge receipt of a complaint or appeal in writing within 2 business days, and aims to resolve all complaints and appeals no later than 14 days from receipt. Where a matter is complex and cannot reasonably be resolved within 14 days, the complainant will be advised in writing of the reason for the delay and the revised expected timeframe. Progress will be reported to all involved parties at each stage.

Complaint and Appeal Handling Procedure

Figure 1 — Complaint and appeal handling procedure. Appeals of an assessment decision follow the independent-review branch at Stage 2.

Stage 1 — Complaint or appeal received by an ECA staff member, discussed with the client/stakeholder, and logged in the complaints/appeals register. Written acknowledgement is sent to the complainant within 2 business days.



Stage 2a — Complaint

Advice is sought from the ECA supervisor and/or Principal. An HR advisor may be contacted where relevant.

Stage 2b — Appeal of an assessment decision

Referred to a qualified, independent reviewer who was not involved in the original assessment decision.



Stage 3 — Meeting with the client, involving the ECA supervisor, manager, or independent reviewer as applicable.



Stage 4a — Satisfactory resolution

Stage 4b — Unsatisfactory resolution: other ECA procedures apply



Stage 5 — For significant complaints or appeals, the ECA staff member sends a written record of the complaint/appeal and actions taken to the ECA supervisor and the Deputy Director, Planning and Quality. The complainant is advised of the outcome in writing.

Appeals Arising from an AI-Assisted Integrity Finding

Same appeal rights, named evidence

Appeals arising from an AI-assisted integrity finding (e.g. an essay/assessment integrity scan) are handled the same way as any other assessment appeal, via the Stage 2b independent reviewer. The independent reviewer is given the basis for the finding and any supporting evidence — which may include assessment integrity scanner output and assessment completion-time data (e.g. LMS/WP Activity Log records of how long the student took to complete the exam or assignment) — and the student has the opportunity to respond before a decision is made. No AI-generated or system-generated finding is treated as conclusive on its own.

If a complaint or appeal cannot be resolved internally

the complainant may seek external review through ECA's regulatory bodies: the Australian Skills Quality Authority (ASQA) for training and assessment matters, and the Australian Maritime Safety Authority (AMSA) for matters relating to seafarer certification and maritime standards.

Complaint / Appeal Report Form

Part A: Complaint ☐ OR Appeal ☐

Complainant:

Date lodged:

Contact details (email / phone):

Details of the Complaint or Appeal

Part B: Action Taken

Date acknowledged in writing to complainant:

Target resolution date (date lodged + 14 days):

Describe the potential solution/outcome discussed between ECA and client/stakeholder

Agreed timeframe for implementation of solution/outcome

If resolution took longer than 14 days

Reason for delay and revised timeframe communicated to complainant (attach written notice):

Complaint Reported To

Name:

Position:

Contact number:

Date complaint received:

Actual resolution date:

Review Record

Evaluate the effectiveness of the solution and outcomes. Note: review is to be undertaken one month from the date of the initial complaint.

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Retain this form locally, and forward a copy to the Deputy Director, Planning and Quality following completion of the local action required.

Version 7 — effective 18 June 2026. Adds the AI-integrity appeals clause, named completion-time evidence, and names ASQA and AMSA as ECA's external review bodies. Supersedes Version 6 (1 January 2026) and Version 5 (Reviewed January 2026).